

# **1999 UTAH INTERGOVERNMENTAL SUMMIT**

**August 13, 1999**

**University of Utah  
Ray Olpin Union Building**

## ***Fast Track to the Future***

### **Greeting by Mark Bedel -**

Mark Bedel welcomed everyone in attendance. He covered the packet contents with summit members, then introduced Carol Page, Commissioner from Davis County and Chair of UACIR.

### **Carol Page - Chair, UACIR - Commissioner, Davis County**

Ms. Page thanked everyone who worked on the Summit, then announced that the speakers would be Lt. Governor Olene Walker, Senator Bob Bennett and author and speaker, Lloyd Newell. She recognized Wayne Saltzgiver as a long supporter of UACIR. He is leaving the Governor's Office and in his place Jack DeMann will be stepping in to that slot. Jack has a long history of service to local government. She requested that Jack say a few words.

### **Jack DeMann - Special Assistant to the Governor**

"I appreciate the Governor's invitation to join his staff and to work particularly with all of you at the local level. It's a pleasure to be back. Thank you Commissioner for the invitation and thanks to all of you for the very warm welcome."

### **Carol Page - Chair, UACIR - Commissioner, Davis County**

Ms. Page related how the UACIR was established, the membership on the Advisory Council and their purpose. She also told what the UACIR is, their primary role and their guiding principles and then went on to relate that the theme of this year's summit is: Fast Track to the Future.

She then introduced Dr. James Gosling, U. of U., Director, Center for Public Policy & Administration.

### **Jim Gosling - Director, Center for Public Policy & Administration**

Welcome. This is the second year the UACIR Summit has been hosted at the University and is co-sponsored by the Center for Public Policy and Administration.

Mr. Gosling introduced Lt. Governor Walker. Republican Olene Walker, the first woman

lieutenant governor of Utah, was elected to the office in 1992 and re-elected in 1996. Lt. Governor Walker has led many initiatives including Utah's Promise, Small Business Advisory Council, health care reform and workforce development. As lieutenant governor, she is also responsible for state elections and lobbyist registrations. She currently serves as president-elect of the National Association of Lieutenant Governors.

Olene Walker has served as a member of the Utah House of Representatives, serving a term as Assistant Majority Whip and Majority Whip. She served as a director of the Salt Lake Education Foundation and the Utah Division of Community Development. She acted as chair person of the Commission on Criminal and Juvenile Justice, the Utah State Housing Coordinating Committee and the Governor's Commission on Child Care.

Lt. Governor Walker holds a bachelor's degree in political science, secondary education and history from Brigham Young University, a master's degree from Stanford University in political science/public administration and a Ph.D. in educational administration/law and policy from the University of Utah.

#### **Olene Walker - Lt. Governor, State of Utah**

Lt. Governor Walker had an opportunity to speak to a group from Cyprus. She explained to them how many things had shifted to the Federal government. One of the group asked how the local governments thought about the State... She responded by telling them each level of government sees problems from their own perspective but not how they affect others.

She told about the tornado in Salt Lake City by relating about the unique couple of days everyone had been through. She saw a great example that all levels of government in this state were working together.

There was great cooperation among the people. Everything that needed to be done was being done. FEMA had never seen anything like it. There is no emergency preparation for tornados and during the emergency preparedness sessions she attended, there had not been a section on tornados. However, she saw a working-together of local, State and Federal people. Everyone was willing to make certain the job was done.

If everyone could have that same attitude of working together, problems would be solved. In the relationships on the three levels, everyone could see what needed to get done and then made sure it happened. That's what the UACIR is all about. If we work together in all aspects, many things will get done.

Lt Governor Walker introduced Senator Robert Bennett. "All the things in the biographic write up are true. The whole world can give him a lot of credit because of the focus he has put on the need for governments of all levels to be ready with the Y2K problem. It's an honor we have such an intelligent, caring and wonderful individual, as the

Senator from our state.”

**Robert Bennett** - Senator, State of Utah

Senator Bennett gave an update on Y2K by telling us most things will work. The Federal government is almost ready, but with connections overseas we are not so confident. There are a number of countries that have problems. A number of airlines overseas will not have airplanes in the sky. The Chinese government has ordered all of the executives of the Chinese Airlines to be in the air on New Years.

The world has changed. He spoke of Cortez burning ships so they could not return. “We are in that condition as an economy and increasingly as a world with respect to the technological revolution. We have burned our ships. We cannot go back to the old way of doing things.” He spoke of the Union Pacific and Southern Pacific merger. The merger threw them into two years of turmoil. Their computers could not communicate with each other. They lost cars, cargo and shipments and couldn’t find them. They couldn’t work the old way, the computers had taken over. They had burned their ships. It took two years for them to come out of it.

Increasingly, the inter-connection between the Federal, State, and local governments is becoming tighter and tighter than ever before and it’s all driven by computers. Are those involved with government ready for technological changes? These changes are just beginning.

“At a recent summit several high profile witnesses told the Senate the revolution from the Industrial Age into the Information Age is about a 30 year span and we have gone through 5. We have 25 more years of radical intense change in the way business gets done everywhere. Government at every level will change in ways that are almost impossible to forecast.”

“As we make plans for the future, we should remember the future is a very fast moving place and every time we say that we don’t like it remembered, we burned all the ships.”

**Panel Discussions:**

**Julie Brewster** - Utah Power

Ms. Brewster introduced the following panel members for a discussion followed by a question and answer period.

1. Chief Justice Richard C. Howe, Utah Supreme Court
2. Representative Chad Bennion, Utah State Legislature
3. Mr. David Williams, Center for Public Policy and Administration

Their topic is Government and the Future.

**Richard C. Howe** - Chief Justice, Utah Supreme Court

Chief Justice Howe spoke on Courts becoming user or customer friendly.

It's important that people in the courts be friendly to those who come to court. Because of the high cost of legal services, people are representing themselves. In some courthouses there are forms those people can use to help them. Signs and volunteers are there to assist people. The court has established a customer service hotline so people can call in and get answers to their questions.

Next year there will be a Conference of Chief Justices, American Bar Association and the League of Women Voters to promote public trust and confidence in the courts. One of the biggest criticisms is that minorities and the poor are not treated equally. That is a real problem. The Justices are concerned with the high cost of legal services. They are asking lawyers in the state to make allowances to represent people who cannot pay the whole tab.

The Courts are trying to work more closely with the other branches of local governments to become more customer and user friendly and to understand that the people who come to the courthouses have no other place to go and deserve to be treated right.

**Chad Bennion** - Representative, Utah State Legislature

When serving in government everyone learns the rules and the way it is run. One of the problems at many levels of government is communication. How does the message get out to the constituents? They have the ability to get the information out, but because of procedures and protocols, it doesn't always happen. One of the problems with the dissatisfaction of the public is the leaders are not always effective communicators.

Greater information can be accessed in the next 5 years by people in the state than at any time before. Funding becomes an issue in accomplishing this. The State is going in to a more stable and steady growth pattern. The local level of government is where the most effective means of addressing constituents' concerns about growth. That is where the communication must work.

Government will be better able to serve constituents as long as we work together and have the issues of services in the forefront. We must bring things together so we have the best services as possible, do it within the means available and prioritize it. That is the objective. If that can be done, the citizens of the state will be well served.

**David Williams** - Center for Public Policy & Administration

Mr. Williams is here from the BLM in Washington, D.C., to study the issues of the state. He said problems have to be resolved at the point they exist. Not all problems can be solved at the local level. Utah has problems but it has real opportunities to learn how to solve problems and provide lessons to others on how to solve their problems.

The Utah World Development Council, is staffed by local, State, Federal and Native American representatives in the state with funding provided by the Federal government. It is an organization that pulls people together to talk about issues before they arise. We need organizations in place such as this to be ready to solve problems peacefully.

One of the more serious problems we need to talk about is the change occurring in the State's growth and the fact people are not recognizing these changes. Utah will not become smaller and in recognizing that change will occur, we need to talk about how we are going to be able deal with it.

### **Questions:**

#### **1. David Spann - Bonneville R&C Council**

**Q.** How do....see nonprofit organization working with Utah organizations?

**A.** (Williams) The Center for Public Policy has been looking at the role nonprofit organizations in the state, especially Welfare Reform and the effects it has had on those receiving it. Non-profits have really grown. The government is relying on the nonprofit sector to provide the services it used to. It's not bad if the government provides the resources to the nonprofit groups that they are asking for. Clearly the nonprofit sector is the fastest growing area of all and absolutely essential.

#### **2. Gene Moser - Utah Local Governments Trust**

**Q.** Increasing rate of litigation in government. City employers, governments suing governments. Is there a trend increasing of this?

**A.** (Howe) There has been considerable litigation against government. Certainly some of the lawsuits are frivolous and would be unheard of a few years ago. Some of it is bad and some is good in that it makes government more responsible.

**Comment** (Abbie Vaines, Gov's Commission for Women & Families)  
There needs to be more quality and sensitivity of communication.

#### **3. Doug Thompson - Logan City**

**Q.** Comments on litigation - movements towards arbitration?

**A.** (Howe) In recent years the court system and Utah Bar Association have promoted Alternative Disputes Resolution (ADR). It basically includes mediation, arbitration and

other forms for resolving suits outside of courtroom doors. Sometimes lawyers in a case will retain services of a retired judge to go into a room and mediate a solution to a suit. Arbitration and mediation are working and the courts encourage it.

**Comment (Williams)**

The BLM is using a process similar to an ADR to protest a proposal on a land use issue. For the first time in 15 years there was no litigation on a land use plan because of the alternative way of resolving the issue. Things are happening. Utah has had a large number of protests that the BLM has been able to resolve by using this process.

4. Pat Worthington - Foster Care Citizen Review Board

**Q.** Volunteer programs. What is the value of involving citizens in solutions?

**A.** (Bennion) There is a distinction between voters and citizens that actively participate at some level in their community. To increase the level of those who become active, we need to build more citizens so they don't just vote, but are actually participating, volunteering in the community or serving on juries. We need the citizens to get in and role their sleeves up and do something.

5. Dana Dolson - Utah Div of Wildlife Resources

**Q.** Look at some way of addressing issues to provide a venue for people to address issues?

**A.** (Bennion) This goes back to quality of communication. There are avenues available such as the UACIR for discussing issues, but people don't always know what avenues there are or the procedures or processes involved, nor where or who they are. We need a better way to communicate with people and get input out to the people.

6. Carol Page - Davis County

**Q.** Over 75% of the state of Utah is either federally or state owned, when is enough, enough?

**A.** (Williams) BLM originally was to give away all federally owned land and eventually go out of business. Giving away went well in several states until a lack of rain in some areas made it difficult to farm crops.

Federal ownership in Utah and Nevada is higher because water was not available to farm the land, no one wanted it. So it remained in federal ownership and did not go to private hands. Ranchers didn't want to buy the land. The rent was cheaper and no rancher would have wanted to pay the taxes. Basically the amount of land the federal government owns right now will remain about the same. It exchanges land frequently. Land has always been for sale by the BLM when plans call for it. Much of the land that is in federal hands does not make sense to put in private hands.

7. William Howell - Southeastern Utah Association of Governments

**Q.** If Utah requested land would it get it?

**A.** (Williams) That would have to be approved by the Congress of the United States and signed by the President. I don't see that happening. There's no program to do that now. There are exchanges approved by the Congress. The likelihood of the Federal government giving away or selling all the Federal land in the state to the state is remote.

8. William Howell - Southeastern Utah Association of Governments

**Q.** Jurisdiction over Utah if.....

**A.** (Williams) I have never felt the Federal government was acting as a state legislature over those lands. It is enumerated in the Constitution that the Federal government has the power to obtain land, hold land, and manage land. This can get into a very detailed legal question about how the Federal government manages its land. I am not aware of any significant change recently or that a court has said that they are now a state legislature.

**Break:**

**Melanie Buck** - Utah Department of Transportation

Melanie introduced the following panel members for a discussion and then a question and answer period.

1. Senator Millie Peterson, Utah State Legislature
2. Commissioner Mark Shurtleff, Salt Lake County
3. May Thomas Waggoner, Clearfield City

Their topic is Community and Change

**Carol Page** - Davis County

Lloyd D. Newell has addressed audiences through his seminars and keynote speaking engagements. As a speaker, trainer, and author, he has expertise in topics such as communication, human relations, leadership, and personal and organizational effectiveness. He has been a television news anchorman and news magazine host in Pennsylvania and Utah, as well as for CNN's Headline News in Atlanta, Georgia. He is the author of several books and audio cassettes. Mr. Newell holds a master's degree in communications and a Ph.D. in family science/human development from Brigham Young University, where he is an adjunct faculty member. He is also the voice and writer for the Mormon Tabernacle Choir's weekly inspirational broadcast of "Music and the Spoken Word."

**Lloyd Newell** - Author, Speaker, Trainer

Mr. Newell began speaking by saying everyone should share the information they receive here. Sharing is teaching, and the best way to learn something is to shift from the learner to the teacher.

We have seen a great example of community and change in the past few days. He emphasized things can change quickly and everyone here is a “change agent.” Leadership involves being a “change agent.” Growth and change go hand in hand.

One of the many things involved with change is growth. Growth is the process of settlement and civilization, It is part of the challenge and benefit of living in a healthy and changing economy. Change and growth is sometimes hard to accept. We can reject change or embrace it and value the differences change brings. Grasp the opportunity to manage change not avoid it. Everyone needs to work hard to keep negative and destructive influences from their communities, while welcoming those changes that work for the betterment of the community.

It takes time, effort, work and patience to create and build a community. Each of us must communicate with others in our community. The words communicate and community come from the same root. It’s a Latin root meaning “to share, to make common to many, and to understand.” The basic principles of good communication are the basic principles of community building. Because many of us are not good communicators, we remain ignorant of the laws or rules of good community.

Some of the meanings of community are:

1. Inclusivity - communities reach out to involve everyone
2. Commitment - the willingness to co-exist
3. Consensus - a willingness to learn and transcend differences
4. Realism - where everyone is free to speak their minds
5. Interdependence - depending on each other to succeed
6. Humility - appreciating one another
7. Contemplation - time to value each other

Working with others can rekindle idealism and rebuild a sense of community. Everyone should strive to reach the goal of community-building. We should protect and promote the well-being of others and help connect people to each other. As citizens of our community, we must be purveyors of hope, respect, and compassion and to listen, acknowledge, understand and act. Finally we can promote community and build bridges of understanding through service to each other. Those are the seeds of community-building.

### **Panel Discussions:**

**Millie Peterson** - Senator, Utah State Legislature

When someone needs help and they call the State, they don’t always know who to call and



it sometimes can be difficult. Three departments of State government felt they could better serve their populations by working together, the Department of Human Services, Department of Health and Department of Education. They felt they could provide better services by working in conjunction with one another than by working separately.

Everyone needs to work together, hand in hand to provide these needs, particularly at the local level.

**Mark Shurtleff - Commissioner, Salt Lake County**

Progression and change has been around since the beginning of our country. Community spirit is evident by communities helping each other with mutual benefits. People should be reminded that involvement is a community's responsibility. Help each other and all survive.

**Thomas Waggoner - Mayor, Clearfield City**

There are several programs ongoing in Clearfield that are good examples of community involvement.

1. Neighborhood Watch - citizens are getting involved so they know what's going on and have concrete things they can do to help others in the community.
2. Clearfield Community Links - a 30' travel trailer travels around the neighborhoods during the summer with copies of ordinances for citizens to read. If they have questions on where to go to get something done, they can talk to the volunteers there and get directions. The city publishes a newsletter every two months and in the summertime it lists the locations for the trailer. It goes to different locations and is manned by volunteers or city staff during working hours. It can also be used as a mobile command center in the event of an emergency.

Clearfield leaders have traveled to different communities outside of the state to see programs that are working and then incorporate them at home. There are great things that can be done to get people involved.

**Discussion opened for comments on programs that work in members' communities:**

1. David Spann, Bonneville R&C Council (could not hear what he said). What I had in notes was they are helping with the Parley's Canyon Project celebration which opens Aug. 27.
2. Mark Shurtleff, SL County. Public/Private participation will benefit throughout the state.
3. ??? Welfare. Federal Government decreased the time someone can be on Welfare. In legislature give results and hoping a group is coming up with ideas.
4. Millie Peterson. We must make sure children don't slip through the cracks when they go off welfare after 3 years.

**Question:**

**Q.** Gary Herbert, Utah County. A large majority of the public has deep resentment for government. What are we doing wrong and what are we doing right?

**A.** (Millie) The public doesn't trust us. We raise their taxes, we create programs that they may or may not feel are necessary, we hammer each other, not as much locally as nationally, but it creates disgust in the public's mind. Locally, we have fewer voters turn out in our local elections than we do at national elections, even though you have more control over day to day activities.

People need to be educated as to what the different parts of the government do. Government workers should volunteer time to help educate the public to what services they provide.

(Mark S.) We are in the business of helping people and talking to them and being open with them.

(Thomas W.) Trust or mistrust of government comes with their involvement with the citizens.

**Luncheon:**

**Laurie DiPadova - Center for Public Policy & Administration**

This has been a remarkable conference and it is important for us as government officials to be reminded of the human face of the citizens we serve.

Intergovernmental relations is critical to our form of government and always have been. There was a major war over intergovernmental strife—the American Civil War—that took the lives of over 500,000 American soldiers, more than in all of our other wars combined. At issue in that terrible conflict was state's rights and our national identity. Who among us today is not deeply grateful that the national government won, so that our nation could begin the long and tedious process of purging the unspeakable painful institution of slavery out of our collective soul? No one would ever want to live in a nation known for human bondage. May this remind us all of the important roles of levels of governments in our lives.

Ms. DiPadova introduced Don Gale as keynote speaker for the luncheon. G. Don Gale is President of Words, Words, Words, Inc., a communication consulting company. His work includes writing, speaking, production supervision and the occasional rescue of shipwrecked prose.

He was formerly Vice President for News and Public Affairs at Bonneville International Corporation and for 20 years, he wrote, produced, and broadcast daily editorial comments for KSL Radio and Television.

Mr. Gale earned a B.A., M.A., and Ph.D. degrees from the University of Utah...and finally received a high school diploma in 1984 from Salt Lake Community High. In 1998, Southern Utah University awarded him an honorary Doctor of Humanities degree.

**G. Don Gale - President, Words, Words, Words, Inc.**

Mr. Gale asked Mark Bedel what he should talk about today. Mark suggested “Life in Utah.”

In Utah, “fast food” means jello salad and tuna casserole. It’s the land of ice cream, overturned coffee cups, and diet Coke—the red punch capital of the world. The state slogan is “Road work ahead.” The state flower is the orange traffic cone.

Everyone needs a little laughter...even in Utah. Especially in Utah. It’s important that we keep our sense of humor...that we retain the ability to laugh at ourselves...that we not take things too seriously. Norman Cousins said laughter is “internal jogging.” It’s a form of exercise needed by every human being.

Words can make you smile. Words can make you laugh and words can make you cry. Words are powerful tools, but it’s surprising how little we understand or appreciate their subtleties.

In a book called “The Healing Heart,” Norman Cousins wrote about words. He said words, when used by a doctor, can be “gate-openers or gate slammers.” They can open the way to recovery or make a patient dependent, tremulous, fearful, resistant. The right words can mobilize the will to live. The wrong words can produce despair and defeat.

Dr. Oliver Wendell Holmes told his medical students that good doctors must learn to “round the sharp corners of truth.” The words we choose can motivate, activate and strengthen...or they can discourage, frustrate and weaken.

There’s a big difference between being “humbly grateful” and “grumbly hateful.” Are the words you use positive or negative? Optimistic or pessimistic? Do you know how to round the sharp corners of truth in your daily interactions with family, friends, and co-workers?”

Never forget how important you are to those around you—your family, your friends, the men and women who benefit from your daily work, children you don’t know in lands far away. They need you and you need them.

Every generation does what it can with the knowledge and technology it has. Albert Einstein said we cannot solve our problems with the same level of intellect we had when we created those problems. In other words, if we want to fix today’s problems, we better make sure our children and grandchildren have more knowledge and information than we do. If we’re going to fulfill the promise of the next century, we must make sure all high school graduates have access to post-secondary education of some kind.

Young people all over the world have confidence in the future no matter what their circumstances may be. We who live in this great nation have even more reason for confidence...for optimism... and for passion. Your point of view may differ from mine, but it is your point of view. It belongs to you. It is your responsibility. You control your beliefs and your attitudes.

Life may not be quite as simple as having some fertile ground, a few seeds, and running water, but we are better human beings when we think of our own time as fertile ground, when we plant the seeds of knowledge and wisdom and when the waters of hope and optimism run freely through our hearts and minds.

When you leave here, plant the seeds of positive words. Let the waters of optimism run free. Round the sharp corners of truth. Have confidence in the future. And do a little internal jogging every day.

**Laurie DiPadova**

Ms. DiPadova thanked the participants and those attending the Summit for taking part. She expressed appreciation to TCI, Utah Power, Utah League of Citizens and Voters, Magnesium Corporation of America, the Governor's Office of Planning and Budget and The University of Utah for their dedicated sponsorship to the UACIR Summit.